

Hello,

I am a sign language interpreter with Sorenson Video Relay Service and I am concerned about legislation that could affect the way we take calls at Sorenson. To add a law requiring 10 sec wait time maximum is great on paper, but not realistic. It is simply a supply and demand issue. The demand for the video relay is very high but the supply of qualified interpreters is limited. I know that I am not going to be able to offer up a quick solution or fix, but to penalize such companies who are providing this service for long wait times will negate all the progress that the Deaf and Hard of Hearing community has made in terms of equal access.